

# Rural Nort Incident Report May 2012

As of 6/14/2012

## Rural North Desktop Support

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
		Low	FCR Total
Rural North Desktop Support	Dane Smith	8 0	8 0
	Don Higgs	15 14	15 14
	Kelly Warren	3 3	3 3
	Kim Ratuszniak	83 82	83 82
	Lori Hartzell	30 10	30 10
	Neil Smedley	34 16	34 16
	Robert Stock	21 16	21 16
	Rodney Peterson	10 3	10 3
	Ruston McKay	121 121	121 121
	Ryan Casey	25 7	25 7
	Wayne Higgs	8 2	8 2

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### Rural North Desktop Support

		Low	FCR Total
Rural North Desktop Support	Assigned to Individual Total	358	358
		274	274
Assigned Group Total		358	358
		274	274

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
		Low	MIR Total
Rural North Desktop Support	Dane Smith	8 0	8 0
	Don Higgs	15 1	15 1
	Kelly Warren	3 0	3 0
	Kim Ratushniak	83 1	83 1
	Lori Hartzell	30 3	30 3
	Neil Smedley	34 1	34 1
	Robert Stock	21 0	21 0
	Rodney Peterson	10 3	10 3
	Ruston McKay	121 0	121 0
	Ryan Casey	25 7	25 7
	Wayne Higgs	8 0	8 0

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## Rural North Desktop Support

		Low	MIR Total
Rural North Desktop Support	Assigned to Individual Total	358 16	358 16
Assigned Group Total		358 16	358 16

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## Rural North Desktop Support

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
		Low	ATTIR Total
Rural North Desktop Support	Dane Smith	8 0.14	8 0.14
	Don Higgs	15 0.34	15 0.34
	Kelly Warren	3 0.00	3 0.00
	Kim Ratuszniak	83 0.03	83 0.03
	Lori Hartzell	30 0.26	30 0.26
	Neil Smedley	34 0.25	34 0.25
	Robert Stock	21 0.08	21 0.08
	Rodney Peterson	10 1.19	10 1.19
	Ruston McKay	121 0.00	121 0.00
	Ryan Casey	25 0.61	25 0.61
	Wayne Higgs	8 0.34	8 0.34

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### Rural North Desktop Support

		Low	ATTIR Total
Rural North Desktop Support	Assigned to Individual Total	358 0.16	358 0.16
Assigned Group Total		358 0.16	358 0.16

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## Rural North Desktop Support

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
		Low	MR Total
Rural North Desktop Support	Dane Smith	8 0	8 0
	Don Higgs	15 0	15 0
	Kelly Warren	3 0	3 0
	Kim Ratuszniak	83 0	83 0
	Lori Hartzell	30 0	30 0
	Neil Smedley	34 0	34 0
	Robert Stock	21 1	21 1
	Rodney Peterson	10 1	10 1
	Ruston McKay	121 0	121 0
	Ryan Casey	25 0	25 0
	Wayne Higgs	8 0	8 0

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## Rural North Desktop Support

		Low	MR Total
Rural North Desktop Support	Assigned to Individual Total	358 2	358 2
Assigned Group Total		358 2	358 2



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## Rural North Desktop Support

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
		Low	ATTR Total
Rural North Desktop Support	Dane Smith	8 0.59	8 0.59
	Don Higgs	15 1.14	15 1.14
	Kelly Warren	3 0.00	3 0.00
	Kim Ratuszniak	83 0.04	83 0.04
	Lori Hartzell	30 0.67	30 0.67
	Neil Smedley	34 0.35	34 0.35
	Robert Stock	21 2.32	21 2.32
	Rodney Peterson	10 1.51	10 1.51
	Ruston McKay	121 0.32	121 0.32
	Ryan Casey	25 0.88	25 0.88

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## Rural North Desktop Support

		Low	ATTR Total
Rural North Desktop Support	Wayne Higgs	8 1.26	8 1.26
	Assigned to Individual Total	358 0.53	358 0.53
Assigned Group Total		358 0.53	358 0.53

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## Rural North Desktop Support

### Detail

<b>INC000000483750</b>	Bruce Robison	Application	None	PGP		TIR Missed: Yes	2.96
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	2.96
<b>INC000000500206</b>	Cassie Selim	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000501255</b>	Jackie Barber	None	None	None		TIR Missed: No	0.95
	Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Closed	TTR Missed: No	0.95
<b>INC000000501399</b>	Glenn Shurtz	None	None	Medicaid Managed Care System		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000501706</b>	Bart Grant	Network	Virus	None		TIR Missed: Yes	7.60
	Rural North Desktop Support	Rodney Peterson	Technology Services	Low	Closed	TTR Missed: Yes	7.99
<b>INC000000502394</b>	Pam Boydston	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000503817</b>	Sandy Foxley	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.51
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	0.51
<b>INC000000504081</b>	June Bradfield	Network	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.58
<b>INC000000504752</b>	Mark Dalton	None	None	None		TIR Missed: No	0.45
	Rural North Desktop Support	Ryan Casey	Administrative Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000504846</b>	Annamarie Collins	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000504929</b>	Roger Whitear	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.21
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000505427</b>	Joseph Eggleston	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	
<b>INC000000505578</b>	Amy Bingham	None	None	None		TIR Missed: Yes	1.15
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	1.26
<b>INC000000506366</b>	Chuck Berglund	None	None	ZENworks for Desktops		TIR Missed: No	0.36
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000506401</b>	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000506454</b>	Bart Grant	Network	Virus	None		TIR Missed: No	0.65
	Rural North Desktop Support	Robert Stock	Technology Services	Low	Closed	TTR Missed: No	2.14

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<b>INC000000506680</b>	Jolene Hatch	Application	None	None		TIR Missed: Yes	1.23
	Rural North Desktop Support	Ryan Casey	Natural Resources	Low	Closed	TTR Missed: No	2.33
<b>INC000000506869</b>	Rochele Jackson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000507127</b>	Shirley Hilton	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.07
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000507273</b>	Douglas Carty	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.01
<b>INC000000507393</b>	Cody Hansen	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000507410</b>	Pam Nacario	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.31
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000507570</b>	Candice Goodwin	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000507913</b>	Julie Talbot	PC/Laptop	None	None		TIR Missed: No	0.57
	Rural North Desktop Support	Ryan Casey	Administrative Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000507944</b>	Carol Conti	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000507946</b>	Mary Torres Berry	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.52
<b>INC000000507967</b>	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000507970</b>	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000507971</b>	Lisa D Evans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000507972</b>	Lisa D Evans	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000507973</b>	Leta Bailey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000507974</b>	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000508238</b>	Michael Parker	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.33

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<b>INC000000508277</b>	Lori Hills	Network	Incident	None		TIR Missed: No	0.32
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000508322</b>	Steven Coray	None	None	None		TIR Missed: No	0.35
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000508453</b>	Amy Tafoya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000508518</b>	Debbie Sheldon	Application	Error	None		TIR Missed: Yes	2.88
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.88
<b>INC000000508671</b>	Jennifer Wagoner	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000508674</b>	Cassie Selim	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000508753</b>	Shaunna Skidmore	None	None	None		TIR Missed: No	0.17
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000508759</b>	Linda Bright	None	None	None		TIR Missed: No	0.47
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000508765</b>	Jackie Stahler	None	None	None		TIR Missed: Yes	2.26
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	2.26
<b>INC000000508767</b>	Talia Egbert	None	None	None		TIR Missed: Yes	2.24
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	2.24
<b>INC000000508770</b>	Ruth Powers	None	None	None		TIR Missed: No	0.71
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000508831</b>	Cody Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	1.13
<b>INC000000509019</b>	Rowena York	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509126</b>	Kathy A Hills	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.54
	Rural North Desktop Support	Don Higgs	Health	Low	Closed	TTR Missed: No	0.78
<b>INC000000509178</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509182</b>	Janette White	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000509183</b>	Richard Hummel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.35

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<b>INC000000509187</b>	Stephanie Quintana	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509188</b>	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509190</b>	Lisa Peek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000509193</b>	Bonnie Northrup	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000509195</b>	Linda Larsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000509200</b>	Michael Manning	None	None	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	
<b>INC000000509205</b>	Michael Manning	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	2.41
<b>INC000000509208</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509214</b>	Curtis Lakey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509216</b>	David Fureigh	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000509368</b>	Cindy Cutshall	None	None	None		TIR Missed: No	0.54
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000509418</b>	Neil Smedley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509526</b>	Staci Byers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000509584</b>	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.08
	Rural North Desktop Support	Ryan Casey	Tax Commission	Low	Closed	TTR Missed: No	0.30
<b>INC000000509659</b>	Sara Stoffers	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000509676</b>	Jackie Stahler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509854</b>	Candace Domingo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00

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<b>INC000000509858</b>	Rhonda Lee	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
<b>INC000000509859</b>	Debbie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509861</b>	Jefferson McClellan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509862</b>	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509863</b>	Linda Larsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509864</b>	Valene Gibbs	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509916</b>	Travis Adams	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000509918</b>	Jodie Ward	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509925</b>	Sandra Fitzsimmons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000509931</b>	Linda Ward	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509935</b>	Matthew Earl	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509944</b>	Brock Stenovich	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509948</b>	Linda Larsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509951</b>	Ivett Cordova	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
<b>INC000000510087</b>	Shaunna Skidmore	None	None	Adobe Acrobat		TIR Missed: No	0.82
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000510138</b>	Connie E Tarver	None	None	None		TIR Missed: No	0.14
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000510394</b>	Cynthia Gardner	Network	Error	None		TIR Missed: Yes	1.39
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	1.39

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<b>INC000000510471</b>	Joyce Booth	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.14
	Rural North Desktop Support	Ryan Casey	Attorney General	Low	Closed	TTR Missed: No	1.14
<b>INC000000510760</b>	Mannie Gonzalez Jr	PC/Laptop	None	None		TIR Missed: Yes	1.04
	Rural North Desktop Support	Neil Smedley	Corrections	Low	Closed	TTR Missed: No	1.04
<b>INC000000511139</b>	Stephanie Murphy	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.19
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	1.57
<b>INC000000511170</b>	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511172</b>	Kari Wright	None	None	None		TIR Missed: No	0.17
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000511174</b>	Laurie Vigil	None	None	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000511180</b>	Suzanne O'Connell	None	None	Office of Recovery Services Inf		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000511185</b>	Susan Vogel	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000511193</b>	Mark Perry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	2.54
<b>INC000000511290</b>	Penni Dehaan	Wireless Connectivity	Error	None		TIR Missed: No	0.17
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000511428</b>	Rett Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
<b>INC000000511431</b>	Carrie Peterson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511434</b>	Neal Hart	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.57
<b>INC000000511583</b>	Aaron Carlsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511599</b>	Esther Lopez	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511608</b>	Christopher Stock	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511692</b>	Barbara Andersen	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.27
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.24



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## Rural North Desktop Support

<b>INC000000511694</b>	Keith Brown	None	None	None		TIR Missed: No	0.09
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000511807</b>	Gilda Castillo	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000511830</b>	Gerald Gansey	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.90
<b>INC000000511930</b>	Shelly Sorenson	Application	Password	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Board of Education	Low	Closed	TTR Missed: No	1.23
<b>INC000000512073</b>	Jeff Godfrey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512074</b>	Janie Lopez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000512076</b>	June Bradfield	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000512078</b>	Karl Kennington	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000512104</b>	Teresa Fowers	Application	Error	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	5.43
<b>INC000000512147</b>	Kayleen Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000512400</b>	Kathleen Fife	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512403</b>	Tammy Petrowski	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512404</b>	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512422</b>	Shawna Cales	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512424</b>	Amanda Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000512426</b>	Ellen Carle	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512429</b>	Teresa Fowers	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000512431</b>	Ryan Brown	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512434</b>	Mike Kenney	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512438</b>	Richard Lewis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512441</b>	Dustin Ashcroft	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512443</b>	Brian Udink	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512446</b>	Jason Rhodes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512451</b>	Steven Shepherd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000512467</b>	Kimberley Harris	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000512468</b>	Corina Archuleta	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000512472</b>	Linda Larsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512475</b>	Julie Macavinta-Klick	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000512493</b>	Gilda Castillo	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512494</b>	Dan Nelson	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512499</b>	Colby Dalton	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000512634</b>	Daniel Nuttall	None	None	PGP		TIR Missed: No	0.30
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000512773</b>	Heather Roberts	Application	Password	Citrix ICA Client		TIR Missed: No	0.41
	Rural North Desktop Support	Ryan Casey	Health	Low	Closed	TTR Missed: No	0.41
<b>INC000000512893</b>	Patty Jones	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.02

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## Rural North Desktop Support

<b>INC000000512901</b>	Jolene Sexton	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.97
<b>INC000000512903</b>	Cindy Ingram	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.95
<b>INC000000512910</b>	Patty Jones	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.91
<b>INC000000512914</b>	Steven Niebergall	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.90
<b>INC000000512928</b>	Steven Niebergall	Network	Error	Active Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.80
<b>INC000000512938</b>	J Tucker Doak	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.73
<b>INC000000512962</b>	Steven Niebergall	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.43
<b>INC000000512971</b>	Kayleen Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.28
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000513272</b>	Barbara Boswell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000513329</b>	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000513339</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513342</b>	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513343</b>	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513358</b>	Benjamin R Patterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513369</b>	Darcy Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000513609</b>	Ilene Call	PC/Laptop	None	None		TIR Missed: No	0.30
	Rural North Desktop Support	Wayne Higgs	Tax Commission	Low	Closed	TTR Missed: No	3.33
<b>INC000000513776</b>	Glen Nickerson	Application	Error	Novell GroupWise		TIR Missed: No	0.12
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.03

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## Rural North Desktop Support

<b>INC000000514012</b>	Bryan Beckstrom	None	None	None		TIR Missed: No	0.33
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000514042</b>	Aubrey Myers	Application	Error	Microsoft Office		TIR Missed: Yes	3.73
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	3.73
<b>INC000000514081</b>	Tamara Larry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	3.50
<b>INC000000514084</b>	Laurie Vigil	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514087</b>	Jared Fowers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514090</b>	Ivett Cordova	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
<b>INC000000514096</b>	Kelli Tabarez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514100</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514106</b>	Chad Spencer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514107</b>	Mike Frost	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514166</b>	Reba Nissen	PC/Laptop	Error	None		TIR Missed: No	0.06
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000514204</b>	Amy Tafoya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514290</b>	Richard Bischoff	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	1.96
<b>INC000000514317</b>	Jennifer Wright	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514319</b>	Sheryl Benton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514321</b>	Olga Cooper	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514501</b>	Diane Gibson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.81
	Rural North Desktop Support	Don Higgs	Tax Commission	Low	Closed	TTR Missed: No	2.32

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## Rural North Desktop Support

<b>INC000000515136</b>	Debbie Sheldon	Application	Error	None		TIR Missed: No	0.09
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000515139</b>	Debbie Sheldon	Application	Error	Novell eDirectory		TIR Missed: No	0.08
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000515175</b>	Lisa L Hamilton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000515183</b>	Janis Widdison	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000515525</b>	Clay Martin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000515769</b>	Lillian Dopp	None	None	None		TIR Missed: No	0.22
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	2.21
<b>INC000000515836</b>	Kacey Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000515946</b>	Lori Hills	Application	None	SAFE		TIR Missed: No	0.48
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.71
<b>INC000000516022</b>	Chuck Berglund	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	1.08
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.08
<b>INC000000516435</b>	Kathy Galbraith	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000516439</b>	Olga Cordero	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516443</b>	Dan Nelson	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516445</b>	Paul Fasig	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516447</b>	Ellen Carle	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516480</b>	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.60
<b>INC000000516661</b>	Corina Archuleta	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.04
<b>INC000000516733</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000516734</b>	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516735</b>	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516736</b>	Cheryl Whitney	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516737</b>	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516739</b>	Susan Eddy	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516740</b>	Colby Dalton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516741</b>	Susan Taggart	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516784</b>	Bart Schenck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516803</b>	Holley Jorgensen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516926</b>	Kacey Adams	None	None	None		TIR Missed: No	0.15
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000516975</b>	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516976</b>	Shawna Cales	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516977</b>	Craig Mitchell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	1.31
<b>INC000000516981</b>	Teresa Osborn	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000516986</b>	Tara Ross	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000517177</b>	Tammy L Davis	None	None	PGP		TIR Missed: No	0.57
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000517231</b>	Michael Barrett	None	None	Microsoft Office Professional 20		TIR Missed: No	0.56
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.56

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## Rural North Desktop Support

<b>INC000000517243</b>	Sherilyn Olsen	None	None	Microsoft Office Professional 20	TIR Missed: No	0.55
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.55
<b>INC000000517247</b>	Keith Collinwood	None	None	Microsoft Office Professional 20	TIR Missed: No	0.50
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.50
<b>INC000000517263</b>	Andy Stewart	None	None	Microsoft Office Professional 20	TIR Missed: No	0.40
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.40
<b>INC000000517271</b>	Kimberley Harris	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000517276</b>	Justin Fowers	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517278</b>	Steve Jay	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517281</b>	Bart Schenck	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517282</b>	Sandy Gibson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517370</b>	Debra Nordfelt	Wireless Connectivity	None	None	TIR Missed: No	0.68
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.68
<b>INC000000517584</b>	Cassie Selim	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517684</b>	Matt Peterson	PC/Laptop	Performance	None	TIR Missed: No	0.29
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.86
<b>INC000000517686</b>	Dan Nelson	None	None	None	TIR Missed: No	0.36
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.36
<b>INC000000517703</b>	Tracy Schroeder	None	None	None	TIR Missed: No	0.20
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.20
<b>INC000000517755</b>	Bryan Beckstrom	None	None	None	TIR Missed: No	0.90
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.90
<b>INC000000517786</b>	Richard Cheever	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517882</b>	Katie McEntire	Application	None	Gmail	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.86
<b>INC000000517961</b>	Connie May	Application	Error	PGP	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.94

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## Rural North Desktop Support

<b>INC000000518064</b>	Cathy Miller	PC/Laptop	None	None		TIR Missed: No	0.07
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.46
<b>INC000000518247</b>	Joyce Booth	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.87
	Rural North Desktop Support	Ryan Casey	Attorney General	Low	Closed	TTR Missed: No	5.58
<b>INC000000518317</b>	Alan L Nielsen	Application	None	Novell GroupWise		TIR Missed: No	0.97
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.97
<b>INC000000518335</b>	Charlene Wilde	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518338</b>	Neil Smedley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518345</b>	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518380</b>	Nancy Durrant	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518520</b>	Natalie Stoddard	None	None	Gmail		TIR Missed: No	0.60
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000518529</b>	Shauna Thomas	None	None	Gmail		TIR Missed: No	0.37
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000518539</b>	Chad Hatch	Network	Error	None		TIR Missed: Yes	2.45
	Rural North Desktop Support	Ryan Casey	Public Safety	Low	Closed	TTR Missed: No	2.45
<b>INC000000518959</b>	Corina Archuleta	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000518962</b>	Debbie Merrill	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000518964</b>	Eric Pfof	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000518965</b>	Julie Macavinta-Klick	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000518966</b>	Kimberly Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518967</b>	David Fureigh	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000518969</b>	Laura Thompson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low	Closed	TTR Missed: No	0.00



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## Rural North Desktop Support

<b>INC000000518972</b>	Colby Dalton	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518973</b>	Debra Nelson	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000518974</b>	Tony Muscolino	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518975</b>	Dan Nelson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518976</b>	Marilyn Petty	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000518977</b>	Sandy Gibson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519132</b>	Brooke Zamora	None	None	None		TIR Missed: No	0.02
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000519191</b>	Jennifer Bodily	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519519</b>	Janice Tremaine	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	4.40
<b>INC000000519522</b>	Janice Tremaine	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	4.80
<b>INC000000519526</b>	Janice Tremaine	Application	Error	Project Development Business		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	4.79
<b>INC000000519637</b>	Curtis Giles	Mobile Devices	Error	None		TIR Missed: No	0.32
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000519656</b>	Shawna Werner	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.13
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000519660</b>	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000519928</b>	David Beveridge	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000519952</b>	Susan Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520054</b>	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000520055</b>	Debbie Westbroek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520056</b>	Susan Eddy	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520059</b>	Sandy Gibson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520062</b>	Cindy Adams	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520161</b>	Rhonda Lee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.29
<b>INC000000520165</b>	Connie I Fowler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.27
<b>INC000000520177</b>	Chet Naser	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low Closed	TTR Missed: Yes	6.07
<b>INC000000520240</b>	Jereme Fullmer	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low Closed	TTR Missed: No	5.52
<b>INC000000520245</b>	David Townsend	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low Closed	TTR Missed: No	5.50
<b>INC000000520257</b>	Mark Dalton	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.54
	Rural North Desktop Support	Neil Smedley	Administrative Services	Low Closed	TTR Missed: No	0.54
<b>INC000000520265</b>	Erma Hawker	None	None	ZENworks for Desktops	TIR Missed: Yes	1.28
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	1.28
<b>INC000000520287</b>	Rachelle Rypien-Walker	Application	Error	Avaya CentreVu Supervisor	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520290</b>	Peggy Barton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520434</b>	Wendy Macis	Application	Error	Content Manager	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.89
<b>INC000000520441</b>	Loie Hanson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520573</b>	Brett Butler	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low Closed	TTR Missed: No	0.00
<b>INC000000520643</b>	Jefferson McClellan	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000520860</b>	Carrie Peterson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000520863</b>	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521011</b>	Linda Larsen	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521046</b>	David Detorres	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521192</b>	Rex Harris	Application	Error	Microsoft Project		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	3.11
<b>INC000000521393</b>	David Finch	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Agriculture and Food	Low	Closed	TTR Missed: No	
<b>INC000000521436</b>	Debbie Merrill	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	2.86
<b>INC000000521438</b>	Richard Hummel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000521439</b>	John Bradley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000521441</b>	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521443</b>	Janie Lopez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521446</b>	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521448</b>	Sandra Fitzsimmons	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000521451</b>	Julie Macavinta-Klick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000521455</b>	Kimberley Harris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Attorney General	Low	Closed	TTR Missed: No	0.00
<b>INC000000521456</b>	Mark Perry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521558</b>	Janell Pugh	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	

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## Rural North Desktop Support

<b>INC000000521655</b>	Teresa Fowers	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521679</b>	Ellen Carle	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521680</b>	Amanda Johnson	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Non-state	Low Closed	TTR Missed: No	0.00
<b>INC000000521682</b>	Shawna Cales	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521769</b>	Mark Perry	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521772</b>	Chad B Hansen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521774</b>	Stacy Esplin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521776</b>	Kimberly Davis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521777</b>	Kurt Foster	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521778</b>	Dean Hamilton	Network	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low Closed	TTR Missed: No	0.00
<b>INC000000521780</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000521854</b>	Heather Roberts	Application	Error	SAFE	TIR Missed: No	0.01
	Rural North Desktop Support	Ryan Casey	Health	Low Closed	TTR Missed: No	0.26
<b>INC000000521965</b>	Lisa Baker	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	
<b>INC000000522119</b>	Glen Nickerson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	2.21
<b>INC000000522505</b>	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000522507</b>	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000522548</b>	Mechel Gibbs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000522549</b>	Lori Calvert	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000522556</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000522558</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000522737</b>	Edna Sanchez	None	None	None		TIR Missed: No	0.70
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000522741</b>	Rick Cobia	Application	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.29
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.29
<b>INC000000523010</b>	Julienne Rhees	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000523019</b>	Julie Macavinta-Klick	Application	Error	Microsoft Access		TIR Missed: No	0.19
	Rural North Desktop Support	Don Higgs	Attorney General	Low	Closed	TTR Missed: No	1.83
<b>INC000000523327</b>	Travis Beckstead	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.14
<b>INC000000523330</b>	Jason Stimpson	Application	None	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.16
<b>INC000000523357</b>	Chris Baker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000523423</b>	Chet Naser	Network	Password	Project Development Business System		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.40
<b>INC000000523823</b>	Jeffery Schofield	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.92
<b>INC000000523824</b>	John H Thompson	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.32
<b>INC000000523844</b>	Suzanne O'Connell	None	None	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000523849</b>	Kent Manning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000523855</b>	Mechel Gibbs	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.01
<b>INC000000523857</b>	Rhonda Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000523859</b>	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.97
<b>INC000000524013</b>	Debbie Merrill	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524018</b>	David Fureigh	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524019</b>	Janette White	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524021</b>	Mary Torres Berry	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524023</b>	Corina Archuleta	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524025</b>	Kimberley Harris	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524026</b>	Julie Macavinta-Klick	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524027</b>	Laura Thompson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524030</b>	Karma Dixon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524033</b>	Mary Torres Berry	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Attorney General	Low Closed	TTR Missed: No	0.00
<b>INC000000524181</b>	Kimberly Morgan	None	None	None	TIR Missed: No	0.02
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000524247</b>	Cindy Cutshall	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.78
<b>INC000000524350</b>	Roberta Myren	PC/Laptop	Error	None	TIR Missed: No	0.21
	Rural North Desktop Support	Don Higgs	Human Services	Low Closed	TTR Missed: No	0.21
<b>INC000000524526</b>	Keith Brown	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000524527</b>	Kathleen Fife	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000524530</b>	Kathy Butt	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00

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## Rural North Desktop Support

<b>INC000000524532</b>	Katie DeGroot	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524533</b>	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524535</b>	Suzanne O'Connell	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524538</b>	Kent Manning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.42
<b>INC000000524738</b>	Adela Rubio	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524740</b>	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524909</b>	Juan Flores	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524929</b>	Sandra Fitzsimmons	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000524930</b>	Sandra Fitzsimmons	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00
<b>INC000000524943</b>	Angela Ward	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524945</b>	Susan Clements	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000525109</b>	Lori Stybe	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525311</b>	Ronda Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525314</b>	Delilah Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525316</b>	Debbie Westbroek	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525318</b>	Katie DeGroot	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525413</b>	Sally Lundgreen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Public Safety	Low	Resolved	TTR Missed: No	0.00

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### Rural North Desktop Support

<b>INC000000525462</b>	Dawn Hollingsworth	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000525465</b>	Jackie Barber	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Resolved	TTR Missed: No	0.15